

Maryland Medicaid Dental Benefits Administrator
OPASS 16-14344
eMM #MDM0031018935

Vendor Questions Received Prior to Pre-Proposal Conference (Received 2/19/15)

1. **Statement/Question** - Section 3.2.1(E), a. RFP States: During start-up, Department will submit Provider Network file to DBA that contains all dental providers and groups enrolled with Department. Can the DHMH provide this information so that a bidder can look to replicate and expand that provider network during the RFP process for submission on April 14, 2015?

Answer – DHMH will not provide this information prior to the awarding of the contract. Each Offeror is likely to have a system which varies from the next, and as stated under 3.2.1 (E), “During the Start-up period...Format for this file will be determined by the Department and the DBA.”

2. **Question/Statement** - Has the DHMH contemplated having the new Dental Benefit Administrator (DBA) contract dental providers on DHMH’s paper? This would allow DHMH to retain these assets forever, thus DHMH is never beholden to a DBA. This would eliminate any member and provider disruption for as long as DHMH would administer dental benefits for Medicaid members in the State of Maryland.

Answer – DHMH has not contemplated this in the past, but will consider doing so upon discussions with the Offeror who is awarded the contract, during the Start-up period.

3. **Question** - Will the DHMH provide a provider directory immediately so potential bidders can target recruiting efforts, and look to expand the network of Medicaid providers in the State of Maryland?

Answer – A provider director of providers participating in the Maryland Healthy Smiles Dental Program (MHSDP)/Medicaid prior to the onset of the contract will be supplied to the DBA during the Start-up period. DHMH does not have a provider director of dental providers who are currently practicing, but not enrolled under the MHSDP.

4. **Question** - Is it possible for DHMH to provide a Claims History file? Possibly 18 months of data to understand historical provider trends by code.

Answer – Yes, DHMH will provide a claims history file upon award of the contract. The Contractor will receive two years of claims/encounter history. Please see Section 3.2.8M.10.

5. **Question** - Would Letters of Intent (LOI’s) satisfy DHMH’s network requirements as part of the RFP response?

a. We ask this, as building a robust and compliant provider network by April 13, 2015 might not be feasible with Provider Agreements. Some providers will not sign a Provider Agreement as a part of an RFP process, as there is no guarantee that this Provider Agreement nets their practice any membership. However, providers will typically sign LOI’s in lieu of Provider Agreements, as a good faith gesture that they plan of contracting if bidder is awarded the DBA Contract.

- b. If LOI's are satisfactory, is there a DHMH standard LOI or would bidder create this LOI?

Answer – The Department does not expect an Offeror to have the required provider network by April 13, 2015. The expectation is that during the Start-up period, the DBA will ensure that provider agreements are on file for each and every individual dental provider and group practice that wishes to participate in Maryland Medicaid. Therefore, a letter of intent will not suffice.

6. **Statement/Question** - Section 5.6(d), (Pg. 87). This section references Attachment D-6, yet it does not appear in the Attachment D section, or anywhere else in the RFP. Do we need this attachment before the RFP is due, or will it be provided to us upon award of the contract?

Answer – This document is not required before proposal due date. MBE Attachment D-6 will be incorporated into the RFP via an addendum. The Attachment will be posted to both eMM and DHMH websites.

7. **Question** - Would the DHMH share the Per Participant Per Month (PPPM) benefit cost in a claims triangle/lag for the past 24 months, so the bidder can see the benefit cost trend, which is traditionally approximately 95% of the overall dental budget (versus the 5% of the dental budget which is administration of this DBA Contract).

Answer – The Department requests further clarification in order to respond to the above question.

Vendor Questions Received Prior to Pre-Proposal Conference (Received 2/20/15)

1. **Question** – Will a minimum of 5 years' experience administering a CHIP program satisfy the Minimum Qualifications outlined in Section 2.1.1 of the RFP?

Answer – Yes

2. **Question** – If the carrier administers one CHIP program, will three references from the same satisfy the Minimum Qualifications outlined in Section 2.1.1 of the RFP?

Answer – Yes. However, the Department reserves the right to request additional references or utilize references not provided by the Offeror as stated in Section 4.4.2.9.